

# Code of Conduct

The Code of Conduct shall be applied to all Directors, Officers and Employees of Suzuki Motor Corporation and its consolidated subsidiaries (hereinafter collectively referred to as "Suzuki Group")

Every Suzuki Group company should fully disseminate this Code of Conduct to its directors, officers and employees and oblige them to observe it in its internal rules and/or employment agreement and in case of their breach of this Code of Conduct, it will be dealt with in accordance with the applicable disciplinary provisions.

## FOR OUR CUSTOMERS

### (1) Realization of products and services of superior value

Suzuki Group will provide customers with products and services exceeding their expectation as in line with the spirit "Develop products of superior value by focusing on the customer" which is listed as the first item in our "Mission Statement".

We will make every effort to provide products and services that will satisfy our customers, by standing in our customers' place at all times.

### (2) Activities on Quality

Suzuki Group will develop and produce high quality products which customers can use in relief and will provide after-sales services considering customers' safety and security with first priority.

If by any chance a quality related problem occurs, Suzuki Group will devote its sincere efforts to react on customer's voice, grasp the problem at an early stage and take measures with thorough investigation into the causes so that the customer can continue using Suzuki products in relief.

We will never neglect any quality related problem on our product that may affect our customers' safety or security, noticed during development, production or after-sales service.

We will never lead to a conclusion in our own favour when reacting to indications from our customers related to the quality on our products.

We will treat aforesaid quality related problems and customers' indications on quality with utmost sincerity, and will devote our best efforts not to spoil customers' trust.

## FOR A BETTER WORKING ENVIRONMENT

### (3) Respect of Human Right

Suzuki Group will be aware of international norms pertaining to human rights and respect fundamental human rights with reference to laws in each country or region.

We will cooperate with each other as a member of Suzuki Group to create a working environment with no discrimination by personal attributes or harassment.

### (4) Occupational Safety - Traffic Safety

Suzuki Group will review the workplace environment to create safe workplace.

Suzuki Group will thoroughly carry out education on safety to prevent occurrence of occupational injury.

We will strictly obey rules related to safety so that we can maintain safe workplace and prevent occurrence of occupational injury.

We will immediately report to our supervisors for improvement when we notice any problem related to safety at our workplace.

We will be conscious that we take part in the automobile industry, observe traffic rules, keep in mind to drive vehicles safely as a social norm, and endeavour to prevent traffic accidents while on duty or in private.

### (5) Promoting Kaizen Activities and Observing Basic Business Rules

Suzuki Group encourages employees to come up with inventive ideas to improve the workplace. Suggestions from employees on Kaizen will be evaluated and effective measures will be adopted and widespread amongst Suzuki Group companies for a growth of the entire group.

Suzuki Group will create basic rules on our work for the employees to follow.

We will always think seriously about our business, take the lead in action and make a proposal to the company when we notice any points of improvement.

We will thoroughly enforce mutual understanding at our workplace and communicate over and over again until others comprehend sufficiently.

We will always be conscious of overall optimization and make efforts to share information between departments and companies.

We will observe the business rules provided from time to time in each workplace.

## FOR SHAREHOLDERS AND ALL OTHER STAKEHOLDERS

### (6) Compliance

While Suzuki Group acknowledges the existence of difference in laws related to competition such as Antitrust Law and laws related to fair trading by each country or region, Suzuki Group will grasp the difference and carry out training on employees to observe laws and societal norms in their respective countries and regions.

We will observe the content of the guidance and training provided by the company on laws and societal norms.

We will immediately consult with our supervisors when we notice any noncompliance or suspected noncompliance by another employee. In case we think it is improper to consult with our supervisors, we will report to the Consultation & Reporting Desk in our company or those provided by Suzuki Motor Corporation.

### (7) Environmental Activities

In order to succeed the beautiful earth and affluent society to the next generations, we must all realize that actions of each and every one of us have a great effect on our earth's future therefore Suzuki Group will make every effort to preserve global environment.

We will endeavour to produce environmentally friendly products that will be required by our customers, by contributing to development and diffusion of environmentally friendly technology.

We will reduce burden on the environment sourced from our workplace and devote our sincere efforts to maintain the environment of our workplace and local community.

### (8) Refusing relations with antisocial forces

Suzuki Group will thoroughly refuse any relationships with antisocial forces\* and organizations which are threatening the order and safety of civil society.

We will never accept any unreasonable demand from antisocial forces\* and organizations on our own decision and will always report to or consult with our supervisors or related department.

\* □Antisocial forces□ means any group or individuals pursuing illicit financial gain by violence, power and fraudulence.

### Questions on Code of Conduct?

In case any query or question arose when following this Code of Conduct, please consult with your supervisor or other responsible person in your company. The person who was consulted must make every effort to correspond to the consulter. In case you could not solve the problem within your departments or within your company, please inform the related department or the Secretariat of Corporate Governance Committee at Suzuki Motor Corporation.

## SWIFT

An eye-catching and dynamic sense of style has always set Swift apart from other compact cars. Swift gives you more of everything without compromising on style or performance. Swift is a young, fun and dynamic car for fun-loving people. With Swift you'll be loving the drive and your life more than you ever thought possible.

